**IT Applications Unit 3, AOS 1, Online Communities**

Complete the following, from Chapter 2, Problem-solving Methodology, pgs, 60-80

**Problem-solving Methodology: 4 Stages**

**Analyse**

**Design**

**Development**

**Evaluate**

**Case Study:**

**Indigenous Language Trust, (ILT)**

Using the case study, ILT complete the following:

**Analysis of the problem**

This stage involves the following three steps:

1. **Determining the solution requirements**
2. What needs to be established?

A website that will allow the different officies to share information.

1. How is the problem best defined?

ILT have been manually exchanging data between offices for years and doing this it can affect the quality of data.

1. The aim of problem analysis is to ensure that the problem is clear enough to effectively analyse it and efficiently solve it. Define these two terms, efficiency and effectiveness.
2. What type of organisation is the ILT?

Non for profit organisation.

1. In your own words, define the problem for ILT.

The problem that ILT have is that the mode that the offices have been using is inefficient.

1. Identifying data and information needed for the solution, p 62;
   1. Need to identify where data is coming from for online community – inside or outside.

Outside

* 1. In the ILT case study what is the information needed for the solution?

Contacts, policy documents, documents regarding local indigenous history.

1. Identifying the functions needed for the online community solution, p 63
   1. The functions needed for online communities can be separated into 2 distinct categories,
      * how the solution functions and The function of the website is determined by its ability to broadcast information, exchange info and store knowledge.
      * attributes of the solution. List the characteristics of each of these.

The attributes of the website involve , ease of use, user friendliness, reliability, portaility, robust, and the ability to be maintained.

1. What are the functions of the ILT website solution

Website needs to allow ILT offices to exchange information between each other.

1. **Identify the constraints on the solution, p 64**
   1. List the technical and non-technical constraints.

* Technical
* Cost of the solution.
* Speed or time taken to access or exchange information,
* How to secure the solution needs to be, closed or open.
* Number of people accessing online community at same time.
* Non technical
* Are there issues of privacy when exchanging information
* Are there copyright issues to be considered
* Are there cultural constraints, eg. ILT Case study rules relating to using images of deceased Aboriginals and use of their names on public documents.
  1. What are the constraints on the ILT solution?

They are a non for profit oragisation, so they wouldn’t be able to spend much money on the solution unless they recive donations or grants.

1. **Determine the scope of the solution, p 66**
   1. What needs to be considered in the scope of the solution?

Considers benefits of solution on efficiency and ffectivness

* 1. In the ILT case study list the benefits or the scope of the solution in terms of
     1. Efficiency

It will greatly reduce the time and effort required to transfer data beween offices.

* + 1. Effectiveness

The data could easily be presented in an easy to read way.